



COUNTY OF SAN DIEGO  
**Great Government Through the General Management System – Quality, Timeliness, Value**  
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

COMMUNITY SERVICE OFFICER

Class No. 005748

■ CLASSIFICATION PURPOSE

To perform a variety of paraprofessional law enforcement support duties in a non-sworn capacity and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

This is a non-sworn class, which is limited to paraprofessional office, court and field support duties in the Sheriff's Department. This class is distinguished from the Deputy Sheriff and Deputy Sheriff – Detentions/Court Services classifications in that the Community Service Officer is not a peace officer and does not perform law enforcement duties or have contact with inmates. It differs from the Crime Prevention Specialist classification, which instructs individual and community groups on home, business, and personal protection.

■ FUNCTIONS

**The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.**

Law Enforcement Option

Essential Functions:

1. Receives and responds to citizen inquiries and requests for law enforcement service at a public counter, over the telephone, and in the field.
2. Provides instructions and information to a wide variety of people including law enforcement personnel, local government officials and the general public; refers public to other agencies as appropriate.
3. Completes various forms; receives and writes a variety of reports on civil and criminal issues, traffic accidents, and lost or found property.
4. Fingerprints citizens and performs minor evidence collection.
5. Directs traffic on city streets; issues parking citations; and sets up, puts away and tows the radar speed trailer.
6. Investigates, impounds, and releases vehicles.
7. Enters and retrieves data using computer terminals and printers; performs clerical tasks related to assignments.
8. Uses a two-way radio with co-workers, dispatchers, supervisors and the public to receive and provide information.

Non-Essential Function:

1. May assist and participate in crime prevention education activities.

Detentions/Court Services Option

Essential Functions:

1. Serves civil process, including subpoenas, summonses, and notices in the field throughout the County.
2. Performs messenger duties.
3. Processes citizens through weapons screening stations at courthouse entries using a hand-held wand, walk-through Magnetometer and baggage X-ray machine.

4. Ensures and maintains order and quiet in and around courtrooms; communicates and enforces courtroom rules of behavior; maintains visual surveillance of the courtroom gallery and prevents or responds to disruptive behavior by summoning Deputy Sheriffs.
5. Contacts appropriate personnel or agency in the event of medical or emergency situations; takes immediate first aid/CPR action when needed; complies with evacuation plan in the event of emergency and reports action appropriately.
6. Ensures physical integrity of the jury by maintaining order and isolation from the public, compromising situations and unauthorized communications; takes custody of jurors during deliberations; arranges jury transportation or sequestering as needed; and conducts authorized communications with the jurors and refers other requests appropriately.
7. Serves as court crier; calls participants to the witness stand; contacts participants as directed by the judicial officer; and provides assistance in calendar call, jury selection and trials.
8. Delivers exhibits to the jury room and returns them to the courtroom as directed.
9. Serves as a liaison between attorneys, jurors, witnesses, litigants and parties to cases and the judicial officer and his/her staff.
10. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

#### ■ KNOWLEDGE, SKILLS AND ABILITIES

##### Knowledge of:

The following apply to both options:

- Basic function and operation of a law enforcement agency.
- Security measures and precautions.
- Public relations and telephone etiquette.
- Basic English grammar and spelling.
- Modern office methods and record keeping.
- Basic arithmetic.
- County customer service objectives and strategies.

##### Skills and Abilities to:

The following apply to both options:

- Read and interpret complex technical documents in English.
- Understand and follow oral and written instructions.
- Communicate orally, using grammatically correct English with people of diverse education, social, and ethnic backgrounds.
- Exercise tact, self-restraint, good judgment and strategy in dealing with a wide variety of people.
- Gather, record, evaluate, and draw logical conclusions from verbal information.
- Comprehend, retain and recall factual information pertaining to laws, statutes, codes and policies and accurately apply what is learned.
- Use problem solving skills to collect, organize, interpret and analyze a variety of information to determine an appropriate and reasonable course of action.

##### Law Enforcement Option:

- Handwrite clear, accurate legible, grammatically correct reports in English.
- Compute basic arithmetic calculations, including addition, subtraction, multiplication, division and percentages.
- Identify details.
- Conduct thorough interviews with others to obtain specific information.
- Use department equipment including telephone, computer and two-way radio.
- Operate a vehicle observing legal and defensive driving practices.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.

##### Detentions/Court Services Option:

- Maintain order, quiet and control of courtroom participants, enforcing policies and diffusing disputes.

## ■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

1. High school diploma or possession of a G.E.D., AND
2. Six (6) months experience in a field or office environment which involves public contact, information exchange, and clerical work OR six (6) months as a law enforcement Explorer; AND
3. Be at least 18 years of age at time of appointment.

## ■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Walk and/or stand for long periods of time. May require sitting for extended periods of time. May traverse uneven ground, walk up and down stairs or walk extended distances. May come in contact with animals during the course of field duties. Lift and carry up to 50 pounds and work in the field without immediate supervision.

## ■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

### License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

### Certification/Registration

Successfully complete CPR certification/first-aid training.

### Working Conditions

Incumbents are expected to wear a department-approved uniform and work rotating shifts, including weekends and holidays. Exposure to computer screens.

### Background Investigation

Must have a reputation for honesty and trustworthiness. Felony convictions will be disqualifying. Misdemeanor convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a thorough background investigation which may include a psychological, polygraph or other examination or test.

### Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

New: January 27, 1989  
Revised: December 22, 1997  
Revised: March 3, 2004  
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Revised: February 3, 2005  
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